

# Supported End User Registration & Deregistration Policy for Managed Services

## Requirements

- A Client Administrator must submit all Managed Services Supported End-User Registration and Deregistration requests to Framework.
  - All fields on the Managed Services Supported End-User Registration and Deregistration Forms must be filled out so we can provide effective service to your team members.
  - ***Client administrators acknowledge that all onboarding and offboarding requests are to be considered implied registration/deregistration of the user unless explicitly stated it is not.***
- All Client staff, independent contractors, volunteers, or consultants that use a computer managed by Framework must be registered Managed Services Supported End-Users for the duration of their relationship to the Client.
  - If the Client submits a registration, and something changes after submission that negates the requirement to register the Managed Services Supported End-User, the Client Administrator must then notify Framework of deregistration.
  - If the Client submits for deregistration of a user, and something changes after submission that negates the requirement to deregister the Managed Services Supported End-User, the Client Administrator must resubmit a request to re-register that user.
- Client Administrators and/or Billing Points of Contact are responsible for verifying the accuracy of the Managed Services Supported End-User counts on Framework invoices.
  - If, at any time following the Commencement Date, the Client believes the Managed Services Supported End-User count is inaccurate on a Framework invoice, the Client must submit a ticket to Framework accounting (accounting@frameowrkit.com) within sixty (60) days of the invoice date in order to be eligible for a credit, if it is determined one is owed due to an overcount of Managed Services Supported End-Users.
  - A report of listed active users for support will be sent at the first of each month.
- Removal of a Managed Services Supported End-User will be reflected in the next invoice cycle.
  - Framework does not prorate for a partial month for a deregistered A Managed Services Supported End-User.

## **Registration of a Managed Services Supported End-User Process**

- A Client Administrator must submit a Managed Services Supported End-User Registration. This is typically through an Onboarding Form for new user setup.
- Registration of a user for support without setup needs is also required but only needs to include at least items i-vi from the list below to be completed.
  - Required Registration Form fields:
    1. First Name
    2. Last Name
    3. Direct Number
    4. Mobile Number
    5. Email Address
    6. Location
    7. Start Date
    8. Any client specific data points for device and account setups and access.
- Framework requires a minimum of five (5) business days advance notice for onboarding a new employee.
- If a new computer is required for a new employee, Framework advises the Client to maintain excess inventory for quicker turnaround. In the absence of inventory, turnaround on computer orders may vary based on equipment availability and logistics. Framework is not responsible for any delays caused by the failure of the Client to maintain excess computer inventory for new employees.

## **Deregistration of a Managed Services Supported End-User Process**

- A Client Administrator must submit a Managed Services Supported End-User Deregistration request. This is typically through an offboarding request for a leaving user.
- Deregistration of a user without offboarding technology needs are also required but only need to include at least items i-iii from the list below included in your request.
  - Required Deregistration Form fields:
    1. First Name
    2. Last Name
    3. Email Address
    4. End Date
    5. Any client specific offboarding needs such as access removal, mailbox manipulation, etc.